

**LAN Building Meeting
Minutes
May 25, 1999**

Attending:

Pete Freeman	OT
Debbie Naegle	OT
Lauri McCreary	OAS
Harry Sutton	OT
Rick Birrell	DSA
Jeff Wells	DYC
Jody Talbot	EDO
Ray Winger	Compliance
Les Roberts	OFO
Lance Martin	DCFS
Steve Wrigley	DSPD
Kim Hale	OFO
Alan Huynh	BIRA
Kathy Wilcox	ORS

Welcome:

Peter welcomed and thanked everyone for attending. Pete had invited both Harry and Debbie to attend, and thanked them for their attendance.

Minutes:

The minutes were approved.

Action Items:

Completed Projects:

Moved OAH to the new server. Is up and running and will be moving another agency soon.

New Business:

New Support Help Desk:

There has been some misunderstanding as to the expectations on the process and response time. The E-mail that was sent was based on the priority time as far as expected response time. Priority one being a half hour, priority four being one hour and priority eight two hours. People interpreted response time as resolution to the problem. Response time means the customer will be contacted within that amount of time. When the customer is contacted by ITS or the Service Center, at that time the problem may be resolved or the customer will be scheduled to have the problem resolved. All of the old policies and

procedures as far as time allotment, still apply that have been set in the LAN Business Plan. Debbie stated that when the Help Desk was set up with ITS, ITS asked that we estimate the number of calls we would have. A figure of 1200 to 1600 calls a month is what ITS was given. The volume ITS has been getting is 100 to 150 calls a day, if this trend continues IT is looking at a higher number per month. Jeff asked, of those calls how many calls were resolved? Debbie stated, we could create a report that will give us that information. Jeff stated we need to send that information out to the users. Harry stated, that is the intent in putting together this project, to capture the information. How many calls do we have a week, where do the calls come from, how many calls are

resolved and type of calls. Do we need to move LAN Administrators around? What can we do differently to resolve problems? Harry receives reports from ITS on a daily basis. On how many open calls, what the severity levels are. Harry would like to share this information with the entire department on a regular basis. Distributed by E-mail on a monthly basis department wide, so departments can see the work load. Jeff recommended using graphics display. Harry stated the type of reports we will receive will tell, how many calls ITS is getting, the time it takes to resolve the problem, which LAN Administrators are getting the work load, do we need to concentrate on a certain area that is continually having problems. Pete stated coming from ITS a severity one call is a critical service down, or a system failure effecting a large number of customers. Severity four is auxiliary has failed and multiple critical customers are out of service or inconvenienced, but still able to work. Severity eight is all other problems. Jeff stated ITS is not giving out a priority number when a call is made. Pete said, "if they do not, you need to ask for one, if the problems effects many people you need to make ITS aware of that. Debbie stated OT is creating their own severity level when OT receives the ticket. Debbie mentioned you will be able to contact the LAN Administrator that worked on that ticket, if you need further assistance with the same ticket number. Debbie stated IT and the LAN Administrators are playing a lot of phone tag with customers, therefore ITS will be asking for an alternate contact. Pete stated if a person cannot be contacted within the first or second attempt, the Service Center will assign that ticket out to the LAN Administrator that will be visiting that site. Harry mentioned if a problem cannot be resolved remotely by Zen works and Managewise, a LAN Administrator will contact the customer. Pete stated to get a new user added to the LAN, you need to call IT and get a ticket number, you will be contacted and instructed how to send the form to be processed. This gives us a good tracking system and it gives us a good call history. Harry stated we hope to track the performance of each LAN Administrator.

Pete stated, the goal is to see better service provided. Harry said, "I will put together a summary of the first two weeks of the new program, and will send out an E-mail."

Debbie mentioned, we will be able to see actual recurring problems and/or trends.

Tracking shows a history and will cover accountability. The question was asked, will ITS be hiring more people? Debbie stated all agencies will participate in payment, if ITS finds it is necessary to hire more people, if the calls do not level out.

Harry asked Debbie to explain the paging process. Debbie stated when a ticket is assigned, a page goes out to the LAN Administrator the ticket was assigned to. If they do

not respond within a certain time their Supervisor is sent an E-mail. If they still do not respond within four hours, Debbie gets a page and email.

Harry will be sending out the first two weeks to the agencies on the statistics next week.

Pete said we are trying to standardize the way we do things within the department, the way we do purchasing. Each agency should have a Purchasing Agent who will then open a ticket to consult with a LAN Administrator on what equipment can be ordered. This Purchasing Agent will be responsible for getting the correct price, purchasing that equipment and filling out and faxing the PO. When the equipment arrives, they will use that ticket number and contact the LAN Administrator and an installation time will be set up. Harry mentioned the DAS/Division of Purchasing is sponsoring a new program called the Big Buy. This program will consolidate the purchase of desktop and notebook computers from large and small agencies, allowing all to benefit from the price discounts available when making large volume purchases. This consolidated purchase will yield savings as high as 18% off the state's already low contract pricing. The four company's that are part of the big buy are, Micron, Gateway, Compaq and Tangent. The big buy will occur on a quarterly basis. HP is not part of the big buy.

Jeff asked about employee purchases? Harry stated, employees can buy through Gateway at a reduced price, but not on the Big Buy. Contact Harry if you would like further information .

Word 97 deploy and license costs:

The Microsoft contract number is (RA9903), and can be located on the State Purchasing Web page. The cost for the Word 97 upgrade is \$ 53.67 per node, which is the competitive upgrade from WP. The new install is \$146.38. A summary will be done agency by agency of the licenses needed, the licenses will be purchased and then billed to the agencies for their cost.

June 1, Word 97 will be loaded to all file servers. Training will begin June 1. The intent is to train the entire department within three months. A communication problem will exist until everyone makes the transition from WordPerfect to Word 97. **Pete needs to clarify loading Powerpoint to the server-time frame.** Harry said "Excel is already there." WordPerfect is to be taken off the system December 1st, 1999. All agencies will need to convert their documents before that time.

The question was asked, Is it possible to get training on macro's, or getting someone in here to train on converting micro's. **Harry will talk to ExecuTrain.**

WGU will provide on line training through the Internet, Harry will let you know when he receives future feedback.

Harry stated, he strongly recommends sending people to Word 97 training, even if they already have knowledge of Word 97, taking the class will only improve their knowledge.

The cost of Access 97 is \$ 67.50 for the competitive upgrade. \$146.38 full cost.

SAFE:

Next SAFE update-June 14 for release 2.104.

New Building Business:

Maintenance Day for June-determined by need.

Any outstanding service issues need to be reported to the help desk number.

Priorities:

Customer Support Priorities:

Y2K Project

Doing a hardware scan inventory. A sticker will be placed on every piece of equipment, to show Y2K compliant and the date it was done. This is to be completed by June 30.

New Server Install

Questions:

Question asked, new virus software problem looking for drive B. Why is it doing that? Pete said, there is a different in the bios between a new or old machine. He recommended getting a ticket opened so the problem can be investigated.

A Question was asked about Device count definitions. **Pete to send out E-mail**

Kathy said she received an E-mail to clean out her H-drive and asked how much does it effect ORS usage? Pete said 20meg is set up for all users normally. The server keeps running into low disc space which is why the message is sent out. The shared directories have the same problem. Pete said, "we're finding when we send out an E-mail to remove unneeded files, we recover more disc space."

Jeff asked, why was the new ITS Help Desk set up without consulting all the proper channels? Pete explained the intent behind the help desk was to be able to provide better support, provide statistics on call volume, identify trends, better manage resources etc... He also explained that there was a short amount of time given in which this system needed to be incorporated.

Next meeting scheduled for June 15, 1999.

No further comments, meeting adjourned at 4:05 P.M.